



## Provider Communication

<b>Subject:</b> Providers who are receiving paper RAs and have POA or Web portal IDs	<b>Priority:</b> <b>High</b>
<b>Date:</b> August 12, 2005	<b>Message ID:</b> ACSBNR08112005_3

### ***Dear Provider:***

Effective **August 22, 2005**, ACS will begin distributing Remittance Advices (RAs) through the GHP Web Portal Message Center for all providers who have a POA or Web portal ID. The RAs will be available in the Message Center for 30 days. Please download the RA to your local desktop or network within 30 days.

### **Getting Set Up to Use Web Ras**

Before you can access your Web RAs, you must link your POA ID to your payee number. Instructions are located in the Documents and Forms area under the Provider Information tab. The document title is “Web Portal Linking ID Instructions.”

If you are registered for the Web portal but have not used your log in, you can get your password in one of the following ways:

- Go the “Forgot your Password?” section of the Web portal below the log in box.
- Send an inquiry through the “Contact Us” section of the Web.
- Call the Customer Interaction Center for assistance.

### **Accessing the Message Center**

If you haven’t used the Message Center, follow these steps to access it:

1. Go to [www.ghp.georgia.gov](http://www.ghp.georgia.gov) and log in.
2. Click the **My Workspace** tab.
3. Click **Message Center** on the right side of the page.

### **What if I still want to receive paper?**

If you will be impacted by these upcoming changes and would like to continue to receive paper RAs, you need to do one of the following:

- 1) Mail or fax your request to 1-866-483-1044 on company letterhead with your Payee Provider ID and request. Please include contact information if not on letterhead.
- 2) Mail or fax the paper RA option form located in the “Document and Forms” section of the web portal under the “Provider Information” tab. Please fill out the form completely and mail it to the address on the form.

**Note:** Submitting this form does not guarantee approval to receive paper. There must be a legitimate business need. You will receive a letter informing you if it is declined.

If you have questions, please contact the Customer Interaction Center at 404-298-1228 (in the metro Atlanta area) or 1-800-766-4456 (toll free) or you may contact us via email by using “Contact Us” on the Web site at [www.ghp.georgia.gov](http://www.ghp.georgia.gov).

